

STANDARD OPERATING PROCEDURES

TITLE: Researching SLHs over 30 days old without an XR1

RESPONSIBILITY	STEP	ACTION
RCP Liaison	1	View Report Every Monday each Liaison will pull their UDAC 7510 report down and report their total number of lines to their respective site Leader.
RCP Liaison	2	<p>How to Research Report Information for corrections to be made on the RCP Account.</p> <p>The following list of applications may be used as a reference guide when researching the information within this report in order to validate the actual loses on the RCP Account: Corp Oracle, DSS MRO Tracking, MIDAS, WEBDocs and DSS</p> <p>a) Corp Oracle/DAISY ROSE will give you the original DTID #, Condition Code, RSC and the RIC property is from .</p> <p>b) DSS will give you the weight and dimensions.</p> <p>c) DSS MRO Tracking will give you shipping info, when it was signed for and date it was shipped.</p> <p>1) If the MRO is still open, check with the Depot on their backlog before you submit your SDR.</p> <p>2) If there is shipping information in DSS MRO Tracking, then you should go to WebDocs and look by NSN, quantity and condition code to see if the DRMO picked it up.</p> <p>d) WebDocs will provide you with the 1348-1 and any additional documents for the property, indicating that the DRMO did receive it.</p> <p>If you find a document that matches the quantity and condition code, however has a different DTID #, do not automatically assume these are the same</p>

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RCP Liaison	2	<p>and process as such. You will need to research these with the utmost care. It could mean that the DRMO processed as a Found on Post (FOP) with the DRMO DoDAAC instead of SC4402. If you cannot locate the property in Webdocs, go into MIDAS.</p> <p>e) MIDAS (PUB.UHIST report) would also help when researching to see when the property was received and picked up. When using MIDAS PUB.UHIST, select the “NSN/LSN Search”. Complete the screen by entering the RIC, the date range (within one year) and click on the “Contains” button and enter your NIIN. Click on Apply.</p>
RCP Liaison	3	<p>When this research is completed you should be able to determine whether you need to do an SDR or elevate to HQ Battle Creek for further research when/if necessary.</p>
RCP Liaison	4	<p>When you find the items that you have been looking for and have determined that an SDR is not needed, send this information to HQ Battle Creek, Kim Bartlett, requesting that she have the DTID/A5J manually cleared from this UDAC 7510 report.</p>
RCP Liaison	5	<p>If the property is “lost” before it arrives at the DRMO, Demil Center, Sales Partner or Donation Staging Area, the RCP Liaison will submit the SDR. Note: If property was destined for the DRMO or Demil Center, the Liaison will need to check with the appropriate Account Monitor or look on the “I” Drive at the following path: I:\OPERATIONS-STATS\FY 06 (I)\06 DRMS BACKLOG - NEW.xls, to determine if there are any backlogs prior to submitting an SDR. When no backlog exists at the site, submit the SDR.</p>
RCP Liaison	6	<p>If the property has been signed for or received at the receiving facility (DRMO or Demil Center) include that information when submitting the SDR.</p>

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RCP Liaison	7	<p>If you have determined that the discrepancy was The result of:</p> <p><i>A Local Delivery:</i> submit an SDR to the Depot requesting proof of shipment.</p> <p><i>FedEX and UPS Deliveries:</i></p> <p><i>a)</i> Annotate spreadsheet with the tracking number, delivery date and time, and name of person who signed for the item.</p> <p><i>b)</i> Check Webdocs, by NSN, for confirmation of receipt, UCN, or original DTID Numbers</p> <p><i>c)</i> Contact the DRMO or Demil Center and ask if they have a processing backlog. If they do, it is possible that they have not gotten to the property yet. If not, then submit an SDR requesting proof of shipment.</p> <p><i>Commercial Carriers:</i></p> <p>IF no receipt information is available in DSS MRO Tracking, contact the transportation company for proof of delivery using the BOL numbers listed. If they cannot provide, submit an SDR requesting proof of delivery/receipt to the DRMO or Demil Center.</p>
RCP Liaison	8	<p>SUBMITTING AN SDR AND FOLLOW UP</p> <p>When you submit any manual SDR or follow-ups, make sure that the HQ POC, Sarita Glass, receives a copy of it for the RCP Records.</p> <p>When you receive an SDR response, always forward a copy to HQ DRMS, Sarita Glass for the RCP Records, in order to maintain an audit trail.</p> <p>Validate that all of your SDR information has been received by HQ DRMS, Sarita Glass every Thursday by going to the “I” Drive at the following address: I:\OPR\FY06 SDR Information. (There are five spreadsheets within this folder; CV, Demil, SLH, RTD and the monthly totals.) Please open the appropriate spreadsheet, CV, Demil, SLHs or RTD, depending on the type of SDRs you have submitted that week, to validate that your submission(s) for</p>

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RCP Liaison	8	<p>that week has been entered into the appropriate spreadsheet. If the information you supplied for the week is not there, please add it to the spread sheet and send HQ DRMS, Sarita Glass an email informing her of all corrections that you</p> <p>NOTE: If/When you open any of the spreadsheets and they state “Read Only”, please do not attempt to change or update anything at this time. This means someone else has the spreadsheet open and is working in it. If you do not have the time to keep going back to the spreadsheet, send all changes to HQ DRMS, Sarita Glass to update/change the spreadsheet.</p>
RCP Liaison	9	<p>Submit your summary reports to your Lead by Friday of each week.</p>